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JUN 1985

MEMORANDUM FOR: Chief, Information and Management Support
Staff, OL

FROM: Chief
Real Estate and Construction Division, OL

SUBJECT: Enhancing OL's Image

REFERENCE: Multi-adse memorandum fm C/IMSS, no date,
subject: Reassignment of Directorate-Level
Objectives

1. RECD personnel have enthusiastically responded to the IMSS questionnaire regarding the study to enhance OL's image. The common denominator of the responses within RECD center around communications. We feel that our customers need to know our capabilities, what we can and cannot do, and the methods by which we accomplish our tasks (i.e., contract, GSA, Allied). We, on the other hand, need to know what our customers want so that we might develop and enhance those services which are recognized by our customers as important.

2. Another common thread is response time. It appears that our people are under pressure to provide not only a technically correct response to a request, but a timely response as well. Two suggestions on how to improve our response time are to ^Cdelegate authority to do up to \$1,000 worth of facility work in a building to each component Logistics Officer and to ^Capply more resources (people) to the tasks at hand. Our people genuinely want to respond to the needs of the components we service.

3. Attached are the responses of our individual branches on this subject.

Attachment

UNCLASSIFIED when removed from attachment.

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